

External Customer Satisfaction Survey Summary and Response

In May 2012, the **Health and Nutrition - Food Distribution** External Customer Satisfaction Survey was distributed to individuals identified as direct customers. The purpose was to measure external customer satisfaction on current Food Distribution services, and to identify issues, challenges and opportunities for improvement from external customers' perspectives. In response to the survey results and feedback, the Food Distribution team has made changes which will result in further enhancement of customer service and increased communication with Food Distribution customers.

- Post a Frequently Asked Questions document on the ADE website at: <http://www.azed.gov/health-nutrition/food-distribution/>.
- Increase feedback by conducting focus groups with customers and asking for feedback when conducting technical assistance, professional development or monitoring.
- Continue to provide on-site technical assistance and monitoring.
- Provide additional training opportunities, web-based training and further expanded training sessions.

Below are the charts which represent the survey results.

